

**2010 CENSUS  
U.S. DEPARTMENT OF COMMERCE  
Bureau of the Census  
Detroit Regional Census Center  
Recruiting Bulletin**

**OPENING DATE:** 04/20/2009      **Announcement No.** Leave Block 3 on OF-612 blank  
**CLOSING DATE:** 06/30/2009      **LOCATION:** Cleveland South, OH; Cleveland West, OH

**POSITION TITLE:** Assistant Manager for Quality Assurance (AMQA)      **PAY RATE PER ANNUM:** \$40,697.00

**NUMBER OF VACANCIES:** One (1).

**EXCEPTED SERVICE APPOINTMENT:** Schedule A Appointment, not-to-exceed one year, with the possibility of a one year extension.

**AREA OF CONSIDERATION:** **All U.S. Citizens.** Applicants must reside within the boundaries of the Local Census Office (LCO) where they are applying. Your application will be matched by our staff to your servicing LCO, as determined by the address listed on your application packet. See chart on web site that explains how to determine which LCO services your address.

**WORK SCHEDULE:** This is a temporary full-time position. The incumbent of this position is covered by the mixed-tour employment program.

**WHO MAY APPLY:** Anyone residing in the area of consideration (**see above**).

**DUTIES:** **Assistant Manager for Quality Assurance (AMQA)**  
The incumbent works closely with and advises the Assistant Manager for Field Operations (AMFO) and the Local Census Office Manager (LCOM) on compliance with pre-established quality assurance goals and procedures for all field data collection operations in the Early Local Census Office (ELCO)/Local Census Office (LCO). In the advisory role works with ELCO/LCO operational reports and materials to monitor the quality of data collection processes, performance, and completed field data collection materials. Meeting regularly with the AMFO and the LCOM, the incumbent confirms, changes, and supplements their awareness of quality compliance for field data collection operations. In these meetings the incumbent reports on the progress of the Quality Control (QC) operations and identifies and reports quality problems or concerns within the pre-established standards in a clear and timely manner. Suggests remedial action or alternatives to resolve problems. Directly supervises ELCO/LCO office staff that review completed data collection forms, listings, and other hand-filled documents. Has direct supervision of both ELCO/LCO office and field staff that conducts among other things: Non-response Follow-up, Address Canvassing, and Coverage Follow-up data collection quality control operations. The incumbent is responsible for accomplishing production and quality goals for the ELCO/LCO office data collection review and field quality control data collection operations under their supervision. In the execution of these duties assures timely completion of assigned tasks and efficient utilization of resources. The incumbent acts as the principal technical advisor on quality assurance aspects of field data collection operations in the ELCO/LCO.

**QUALIFICATIONS:** To qualify for the Assistant Manager for Quality Assurance position, all applicants must:

1. Pass a written management test; **and**
2. Have at least the minimum experience in each of the three areas contained in the Evaluation Criteria Attachment. Your experience for all three areas must be at least at the level described as "c" in the attached Evaluation Criteria Statement for the Assistant Manager for Quality Assurance. If you do not have

that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level you may not take credit for it and must chose one of the lower levels that you do meet in full.

#### HOW TO APPLY:

**Step One:** Complete an application, the OF-612, and submit your resume.

- a. [Optional Application for Federal Employment \(OF-612\)](http://www.census.gov/rodet/www/2010empty.html), (this form can be found on our website at <http://www.census.gov/rodet/www/2010empty.html>) **and**

Leave Block 3 "Announcement No." of the OF-612 blank. The Announcement Number is determined by the address listed on your application and will be filled in by a Census employee.

- b. A resume for this position, listing your work duties and accomplishments relating to the job for which you are applying

**Step Two:** Each applicant must complete and submit Evaluation Criteria statements for this position. (See attached sheet with the Evaluation Criteria questions.)

**Step Three:** Complete an [OF-306, Declaration of Federal Employment](http://www.census.gov/rodet/www/2010empty.html) (this form can be found on our website at <http://www.census.gov/rodet/www/2010empty.html>).

**Step Four:** Call the toll free number, 1-866-861-2010, or your Local Census office at (216) 377-4440 to schedule a **D-270 Supervisor test**. **NOTE: If you previously passed the D-270 test you do not need to retest; only follow Steps One through Three.** All applicants must follow Steps One through Three and submit an application packet, even if one was previously submitted.

#### APPLICANTS MUST BRING THE FOLLOWING DOCUMENTATION TO THE TESTING SESSION:

1. Bring a copy of your application (the OF-612), resume, Evaluation Criteria and completed OF-306 to your test session and give it to the test proctor, or mail the entire package to the Detroit Regional Census Center (address listed below).
2. **Two** forms of **current** acceptable identification (one must be a government issued picture ID). A sample listing of acceptable identification has been provided below.
3. List of **three** references (personal and professional) – name, phone number and address.
4. DD-214, Certificate or Release or Discharge from Active Duty (*if applicable*); this document must include the type of discharge (e.g. Honorable, General).
5. [SF-15, Application for 10-Point Veteran Preference](#) (*if applicable*) and supporting documentation.

Examples of acceptable identification include a U.S. Passport or Passport card, Permanent Resident Card or Alien Registration Receipt card, State issued Driver's license or ID card, School ID with a photograph, Voter's registration card, Social Security Account Number Card, Birth Certificate or a Native American tribal document. For a complete listing of acceptable ID, visit <http://www.uscis.gov/i-9> for a copy of the I-9 form used for verification of identification.

#### APPLICATION DEADLINE:

Application materials must be **received by 5 pm EST on the closing date** of the recruiting bulletin. **Applications received after this date will not be considered.** **Facsimile and emailed applications are not accepted.** Please do not staple your application paperwork.

If mailing your documents please send all application information to:

Bureau of the Census  
Detroit Regional Census Center  
300 River Place Dr., Ste. 2950  
Detroit, MI 48207  
ATTN: Human Resource Specialist

**READ THIS ENTIRE DOCUMENT BEFORE CALLING THE AGENCY WITH QUESTIONS.** For further information on this vacancy you may contact, Richard Ahti, Administrative Specialist, at (313) 396-5440 or Monique

Pawlicki, Administrative Specialist, at (313) 396-5515.

#### **SELECTION PROCESS:**

- Once the Recruiting Bulletin has closed, the applicant review process will begin.
- Qualified applicants will be referred to the Selecting Officials for consideration. Interviews and reference checks will be conducted. Selecting Officials will interview the highest ranking candidates; lower ranking candidates may or may not receive an interview.
- Selections will be made July through September. Most positions will begin in early October. Applicants not selected for a position will receive notification once the selection record expires.

#### **ADDITIONAL INFORMATION:**

- Payment of relocation expenses IS NOT authorized.
- Use of any Government agency envelopes to file job applications is a violation of federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted
- Disabled veterans or any other applicants eligible for non-competitive appointments should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by calling (313.396.5200)

#### **CONDITIONS OF EMPLOYMENT:**

- This is a Mixed-Tour work schedule that may be changed from full-time, to part-time, or intermittent to accommodate fluctuating workloads
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment
- You will be required to complete a [Declaration of Federal Employment \(OF-306\)](#) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application you may not be hired, or you may be fired after you begin work, or you may be fined or jailed
- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship)
- If selected, male applicants born after 12/31/59 must confirm their [selective service registration status](#). Certification forms are available at most federal agency personnel offices or from the U.S. Office of Personnel Management
- Employees who receive a Voluntary Separation Incentive Payment (VSIP) or “buyout” and subsequently return to a position in a federal agency, whether by reemployment or contracts for personal services, are obligated to repay the full amount to the agency that paid it

#### **THE U.S. DEPARTMENT OF COMMERCE IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER.**

THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

THIS AGENCY PROVIDES REASONABLE ACCOMMODATIONS TO APPLICANTS WITH DISABILITIES. IF YOU NEED A REASONABLE ACCOMMODATION FOR ANY PART OF THE APPLICATION AND HIRING PROCESS, PLEASE NOTIFY THE AGENCY. THE DECISION ON GRANTING REASONABLE ACCOMMODATION WILL BE ON A CASE-BY-CASE BASIS.

## Example: How to Answer Evaluation Criteria Statements

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR RECRUITING	
COLUMN A	COLUMN B
<p>Applicants are required to answer each of the three questions below in Column A by circling the best response <u>and</u> completing the corresponding information in Column B.</p> <p>1. Please select the answer that best describes your experience managing a time critical recruitment operation.</p> <p>a. I have managed a geographically dispersed team of recruiters that included <u>all</u> of the following: a) managing at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); b) managing more than 20 employees; and that c) included <u>all</u> of the following responsibilities: directing and controlling all recruiting and testing functions; being responsible for the accomplishment recruitment goals, and development of recruitment strategies.</p> <p>b. I have managed limited recruiting activities including a) managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); b) managing equal/more than 10 employees; and c) included <u>some</u> of the following responsibilities: administering the testing of applicants, accomplishing recruitment goals, and implementing recruiting strategies.</p> <p><b>C.</b> I have been a recruiter and have supervised a staff of employees. I have not had to supervise another recruiter/supervisor/team lead. I have supervised one level/tier of subordinate management. I managed was less than 10 employees. I have also been responsible for <u>some</u> of the following tasks: administering applicant testing, carrying out recruitment strategies and meeting individual recruitment goals.</p> <p>d. My experience is less than what is described above.</p>	<p>Applicants are also required to complete the following.</p> <ol style="list-style-type: none"> <li>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. <u>OR</u></li> <li>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment.</li> </ol> <p>XYZ Company 1234 Street Detroit, MI 48027</p> <p><b>Recruiter</b> 05/20/2000-10/30/2005</p> <p>As a Recruiter, I managed a staff of <b>12</b> employees; I was the <b>first-line</b> supervisor. I was managed by the Lead Recruiter, who was managed by the Department head. As a Recruiter I worked with the HR Department to determine hiring needs. I then created a strategy to recruit the required number of qualified applicants. I executed my strategy by...</p>

Circle the appropriate answer in Column A.

Support your answer by completing Column B.

- Include the actual (or estimated) number of employees you supervised
- Include the level of management you worked at (i.e. General Manager, First-Line Supervisor...)
- Include the number of management levels
- Provide a detailed answer for *each part* of the question

**EVALUATION CRITERIA STATEMENT FOR  
Assistant Manager for Quality Assurance (AMQA)**

COLUMN A	COLUMN B
<p><b>Applicants are required to answer each of the three questions below in Column A by circling the best response and supporting their response in Column B.</b></p> <p>(Use additional paper as required.)</p> <p><b>**RETURN CRITERIA WITH APPLICATION**</b></p>	<p><b>Applicants are also required to complete the following:</b></p> <p>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. (If you have held multiple positions with the same employer be sure to differentiate by using the position title.) <b>or</b></p> <p>2. In the space below, write your experience that supports your answer. In addition to listing your experience, you <b>must include</b> the employer's name and address, the title of the position, and the dates of employment.</p>
<p><b>1. Please select the answer that best describes your experience demonstrating the ability to provide direct supervision over employees/supervisors to accomplish production and quality standards. (Circle the one appropriate letter.)</b></p>	<p><i>(Enter response that supports answer circled from Column A in the space provided below. Use additional paper as required)</i></p>
<p><b>1a.</b> As my primary responsibility, I have experience with <b>both</b> of the following: As my primary responsibility, I have experience with <b>both</b> of the following: managing a staff of 30 or more employees that included at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); <b>and</b> managing a staff to accomplish production and quality standards.</p>	
<p><b>1b.</b> As my primary responsibility, I have experience with <b>both</b> of the following: a) managing a staff of 15 or more employees that included at least two levels of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); <b>and</b>, managing a staff to accomplish production and/or quality standards.</p>	
<p><b>1c.</b> I have experience with <b>both</b> of the following: managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); <b>and</b>, managing a staff to accomplish production and/or quality standards.</p>	
<p><b>1d.</b> My experience is less than what is described above.</p>	

**EVALUATION CRITERIA STATEMENT FOR  
Assistant Manager for Quality Assurance (AMQA)**

**2. Please select the answer that best describes your experience monitoring the quality of data collection processes, performance, or results. (Circle the one appropriate letter.)**

*(Enter response that supports answer circled from Column A in the space provided below. Use additional paper as required)*

**2a.** As a routine and critical component of my position, I was responsible for assuring the quality of quantitative data from work-units outside of my own staff as well as my own work unit. This responsibility included the review of **data** from a corporate/organizational perspective and from reports provided by various sources from within my organization. I identified data variance from standards, made recommendations to management, and implemented required modifications that affected work units outside of my own. Specifically, I analyzed quantitative data that was critical to the performance of other work units as well as my own (including budget or production data), and made recommendations on how to improve the performance quality of different work units.

**2b.** As a routine and critical component of my position, I was responsible for assuring the quality of my work-unit's performance and/or quantitative data. This responsibility included analyzing management reports of data, ensuring that my work-unit was within appropriate standards, and implementing changes within my work-unit, if necessary, to meet the organization's expectations, and keep my work unit's performance within tolerable variance. This specifically included the analysis of quantitative/numeric data that was critical to the performance of my work- unit (including budget or production data).

**2c.** As a routine and critical component of my position, I was responsible for assuring the quality of work for those I supervised. This specifically included the analysis of either qualitative or quantitative data critical to the performance of my work-unit. For example, I monitored the quality of my employees' performance, edited documents, and/or reviewed work products. This work was primarily limited to my own work-unit and I did not have to analyze organizational data reports for quality assurance.

**2d.** My experience is less than what is described.

**EVALUATION CRITERIA STATEMENT FOR  
Assistant Manager for Quality Assurance (AMQA)**

**3. Please select the answer that best describes your experience with using data to recognize and correct budget, quality, and production problems. (Circle the one appropriate letter.)**

*(Enter response that supports answer circled from Column A in the space provided below. Use additional paper as required)*

**3a.** I have analyzed budget, quality, and production data in order to identify problems and **implement** corrective actions. I have used the information to persuasively communicate technical information and advice to managers.

**3b.** I have analyzed budget, quality, and production data in order to identify problems and **recommend** corrective actions. I have used the information to persuasively communicate technical information and advice to managers.

**3c.** I have experience using management reports to identify problems and have **recommended or implemented** corrective and effective action, but the data did **not** include budget, quality control, and production data. I have used the information to persuasively communicate technical information and advice to managers.

**3d.** My experience is less than what is described above.